

2006 VFO Survey Results

State of Washington

Project Goals

- **S**trengthen and Support community relations.
- **E**valuate if we are meeting our goals.
- **R**eview overall productivity of the office.
- **V**erify if our work supports our mission.
- **E**ncourage community input.

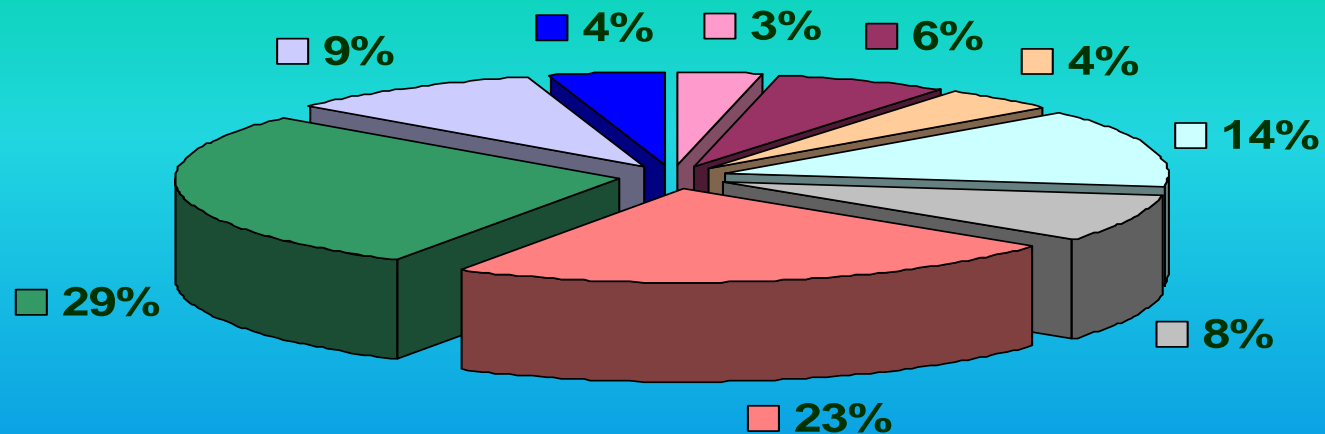
Description

- Mailed 504 survey questionnaires to local community businesses and residence with whom we've had contact over the last 48 months.
- Return rate was about 18%.
- Measured the results to determine areas of strength, weaknesses and year to year analysis.

FOR MORE INFO...

On distribution list please contact
Linda Jessee @ 360-690-7171

Question 1: Please Mark the box next to the description which best describes you:



- | | |
|--|--|
| <input type="checkbox"/> Community Group | <input type="checkbox"/> Federal Government |
| <input type="checkbox"/> Industry Representative | <input type="checkbox"/> Other |
| <input type="checkbox"/> Consultant | <input type="checkbox"/> City or County Government |
| <input type="checkbox"/> Business Owner/Operator | <input type="checkbox"/> State Government |
| <input type="checkbox"/> Non-profit Organization | |

Question 2: How did you learn about the VFO office?

□ VFO Contacted Me

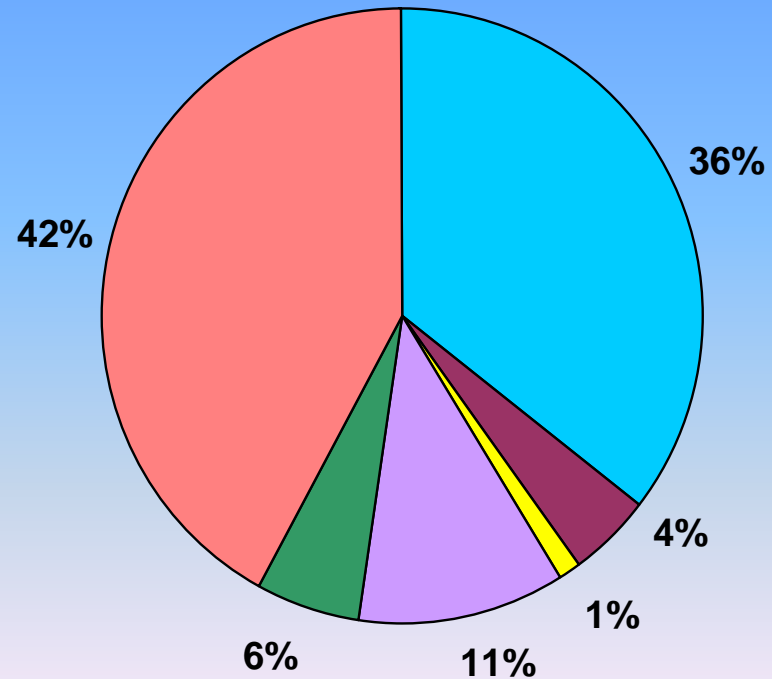
■ Media

■ Phone Book

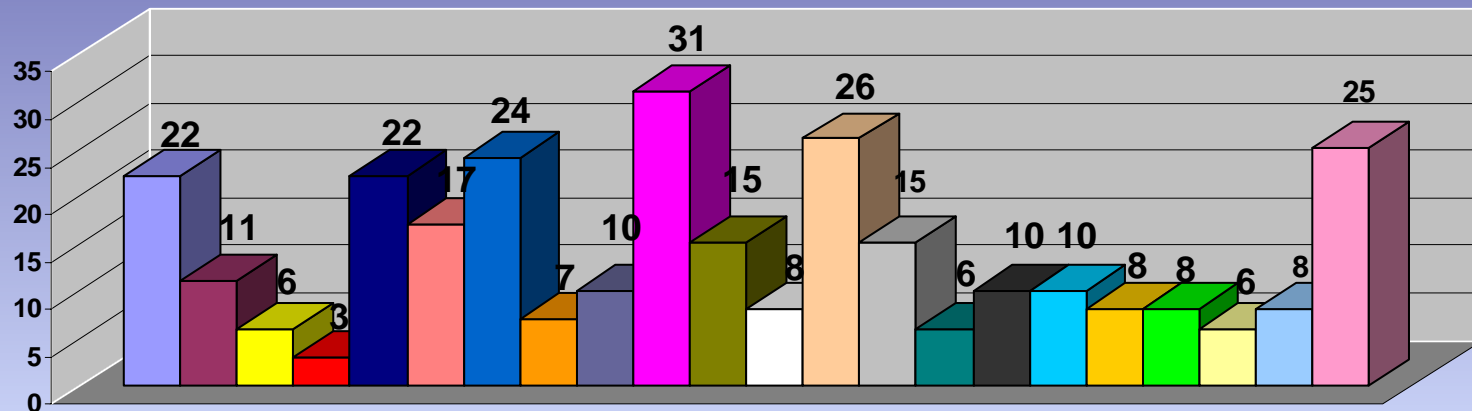
■ Referral

■ Didn't Know of VFO

■ Other

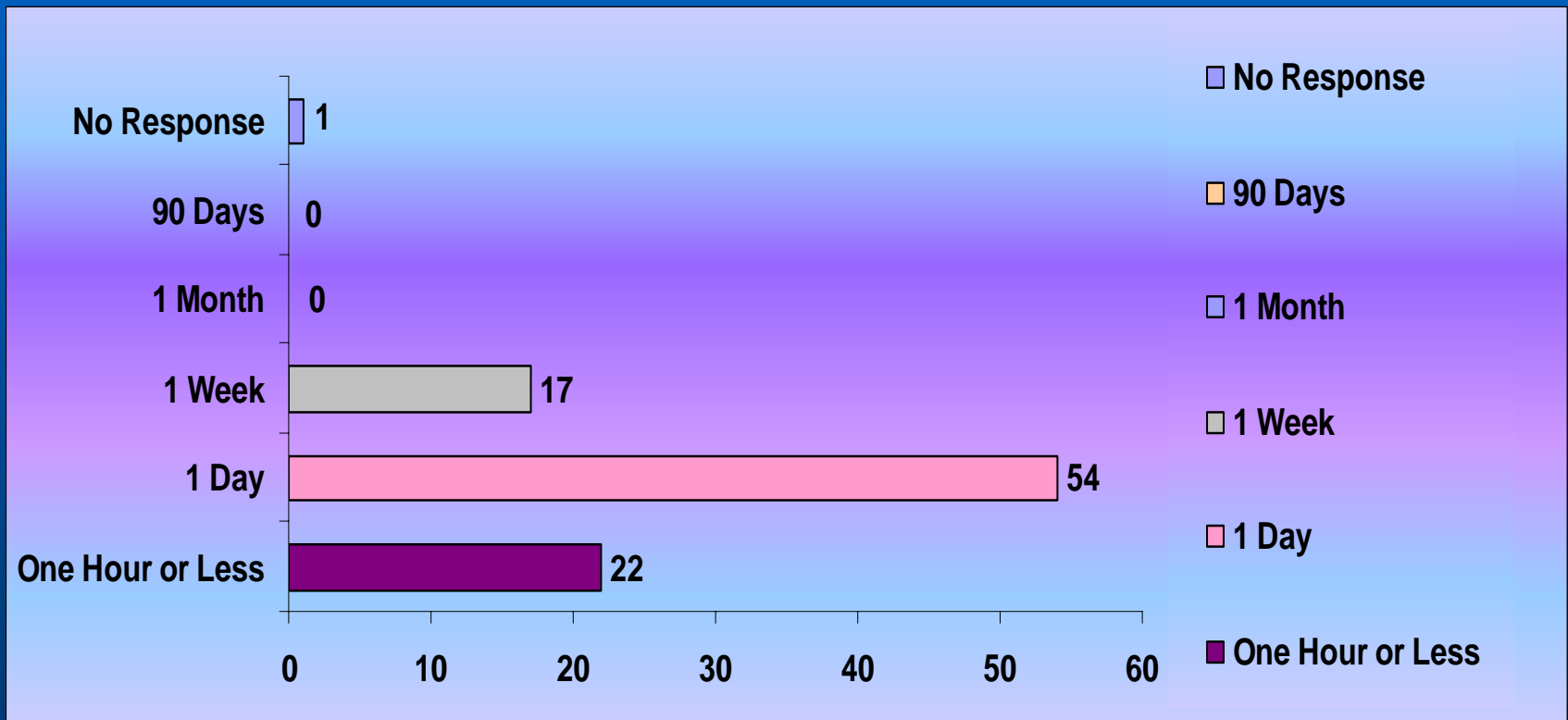


Question 3: For which of the following reasons do you contact VFO employees/or VFO employees contact you?

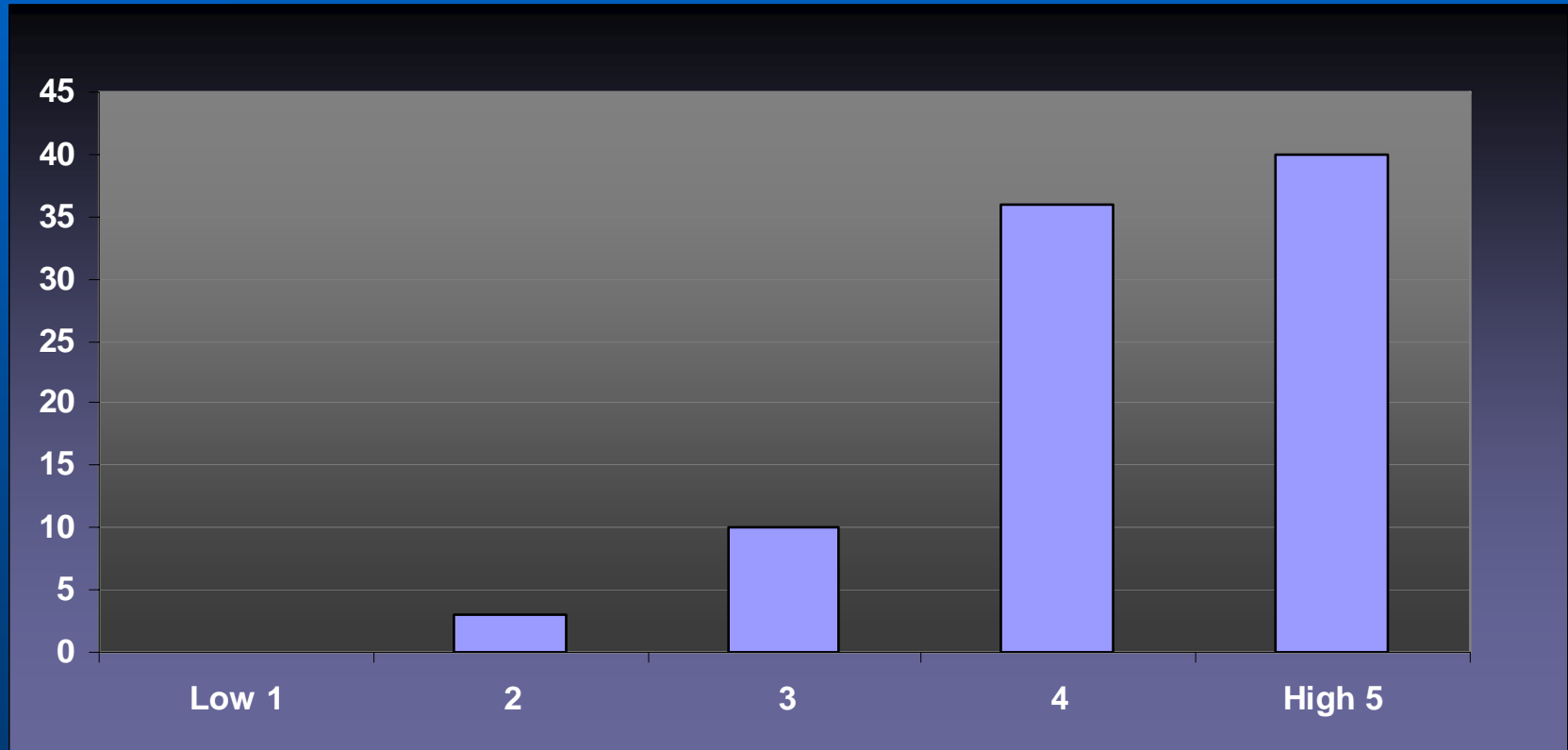


- Vehicle Emissions Testing
- Underground Storage Tanks
- Hazardous Waste
- Water Quality Management
- Well Rights/Well Logs
- Storm Water/Erosion
- Spills/Hazmat Response
- Referrals to Another Agency
- Complaints
- Data Maps/Telephone Numbers
- Other
- Publications/Regulations
- Home Heating Oil Tank
- Water Resource Management
- Community Planning
- Soil/Groundwater Contamination
- Drug Labs
- Permit Information/Requests
- Shorelines/Wetlands Information
- Marine/Spills Prevention
- Solid Waste
- General Coordination/Information Sharing

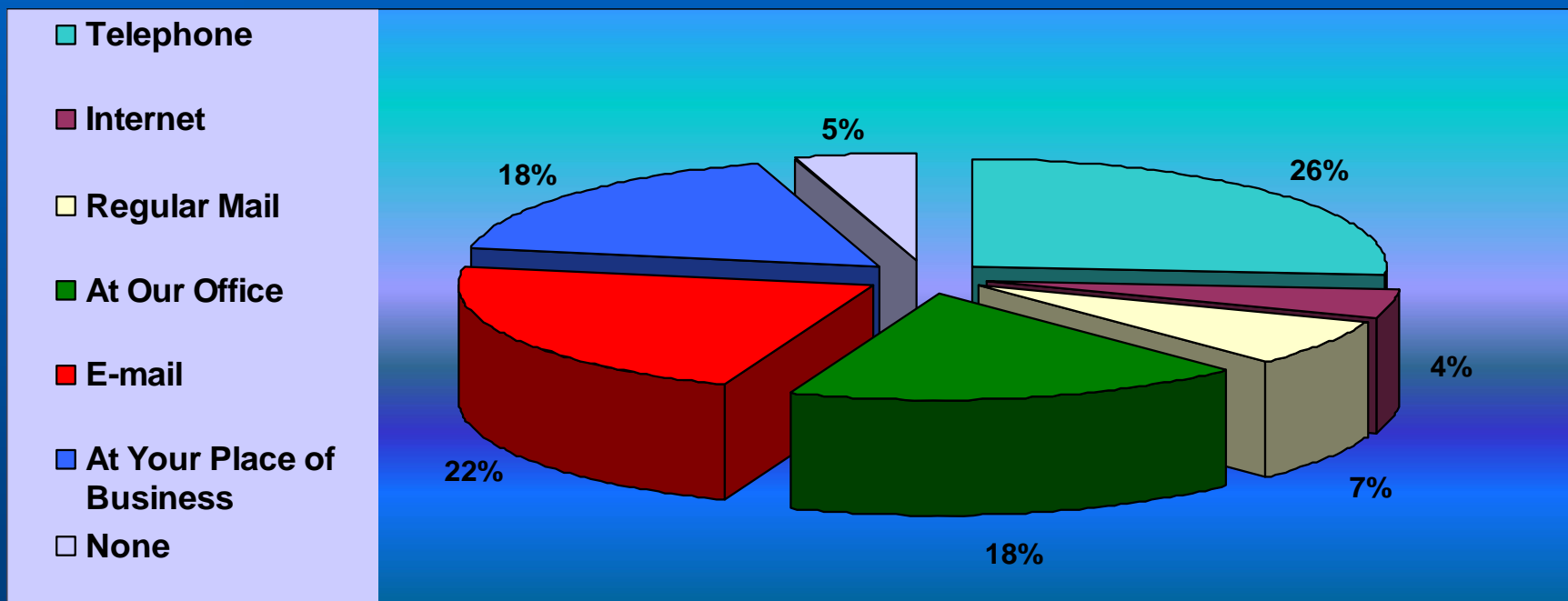
Question 4-A: How long does it usually take to get a response from Ecology's Vancouver employees?



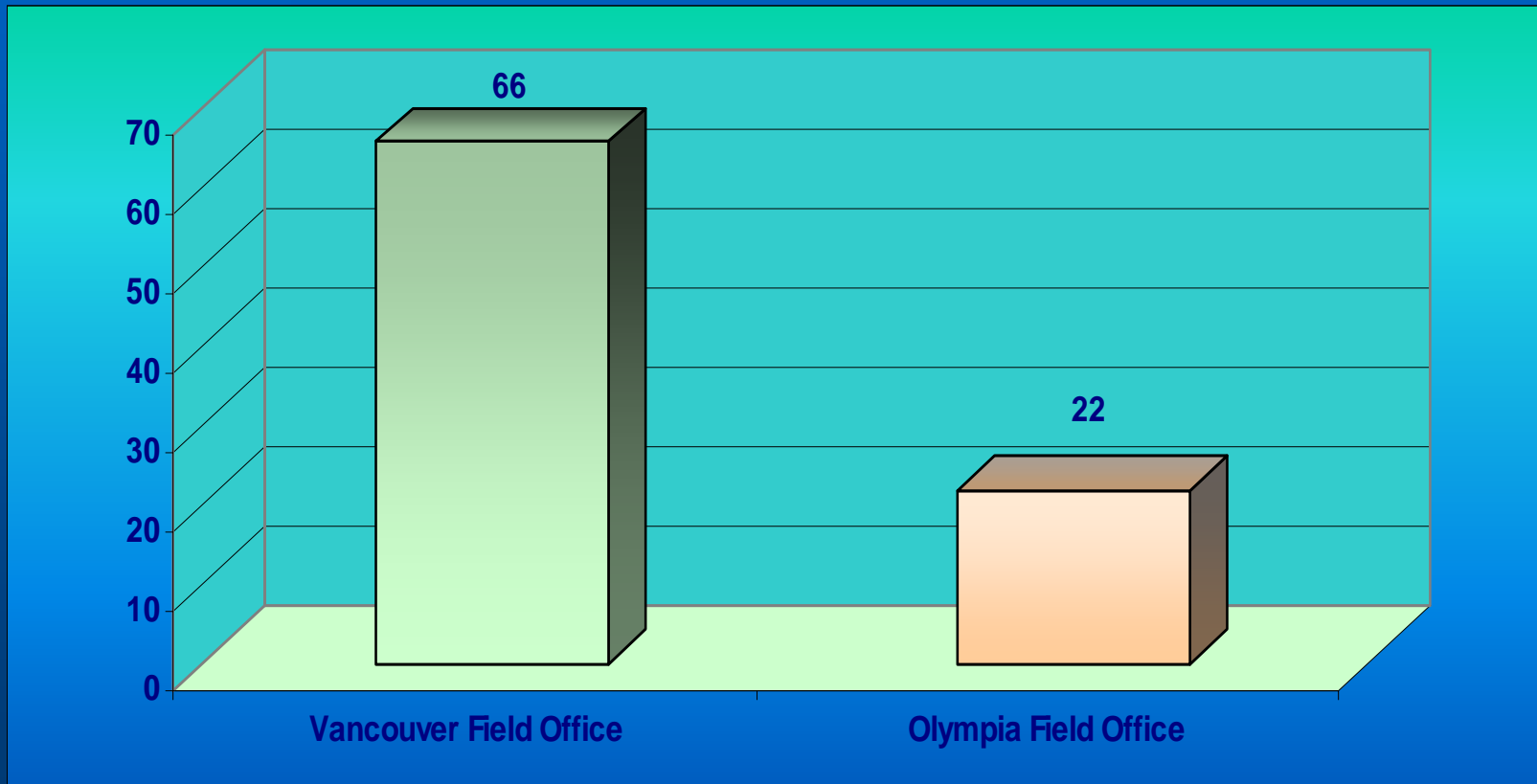
Question 4-B: On a scale of 1-5, rate the level of satisfaction on response received?



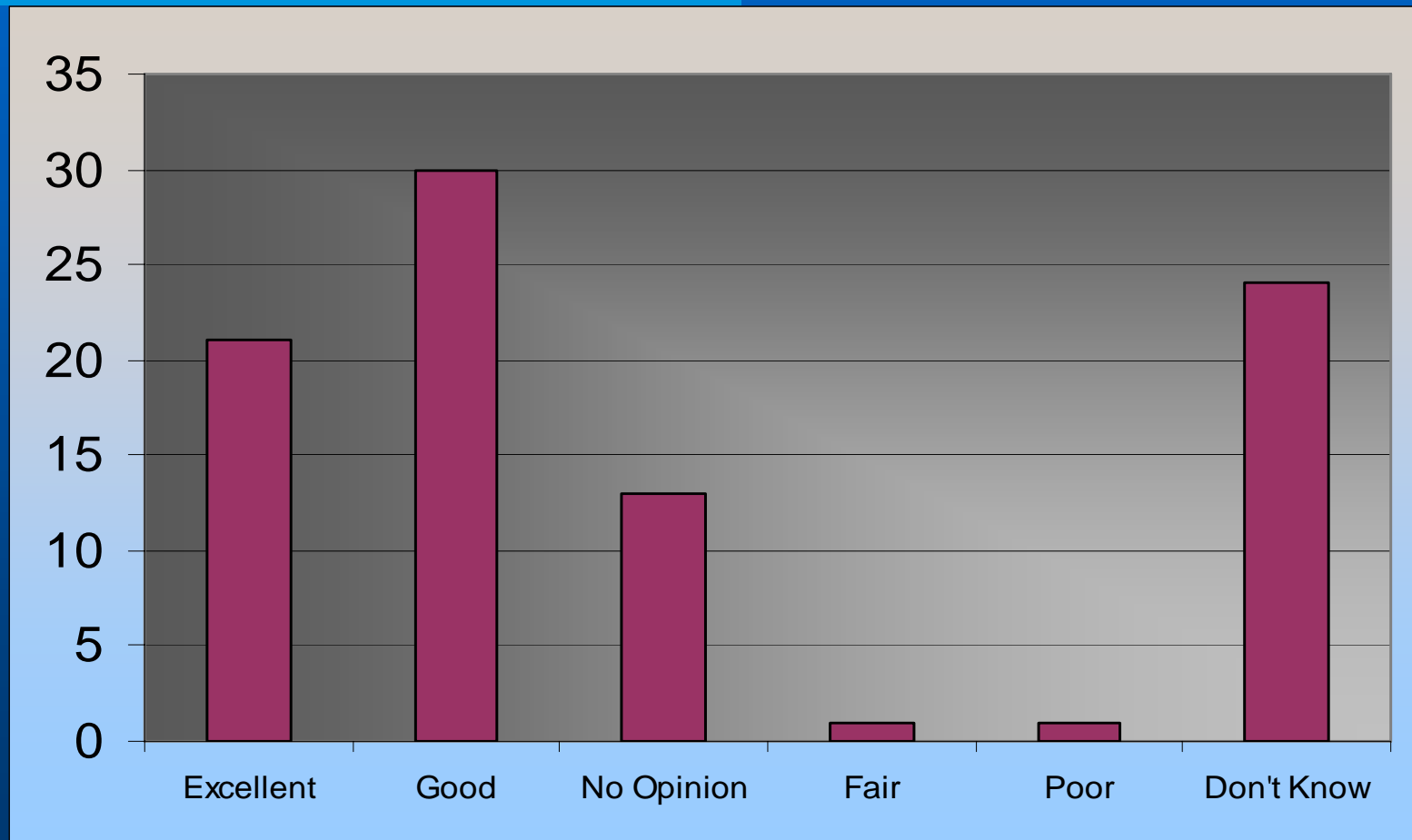
Question 5: My contact with the Vancouver Field Office has been (please mark all that apply):



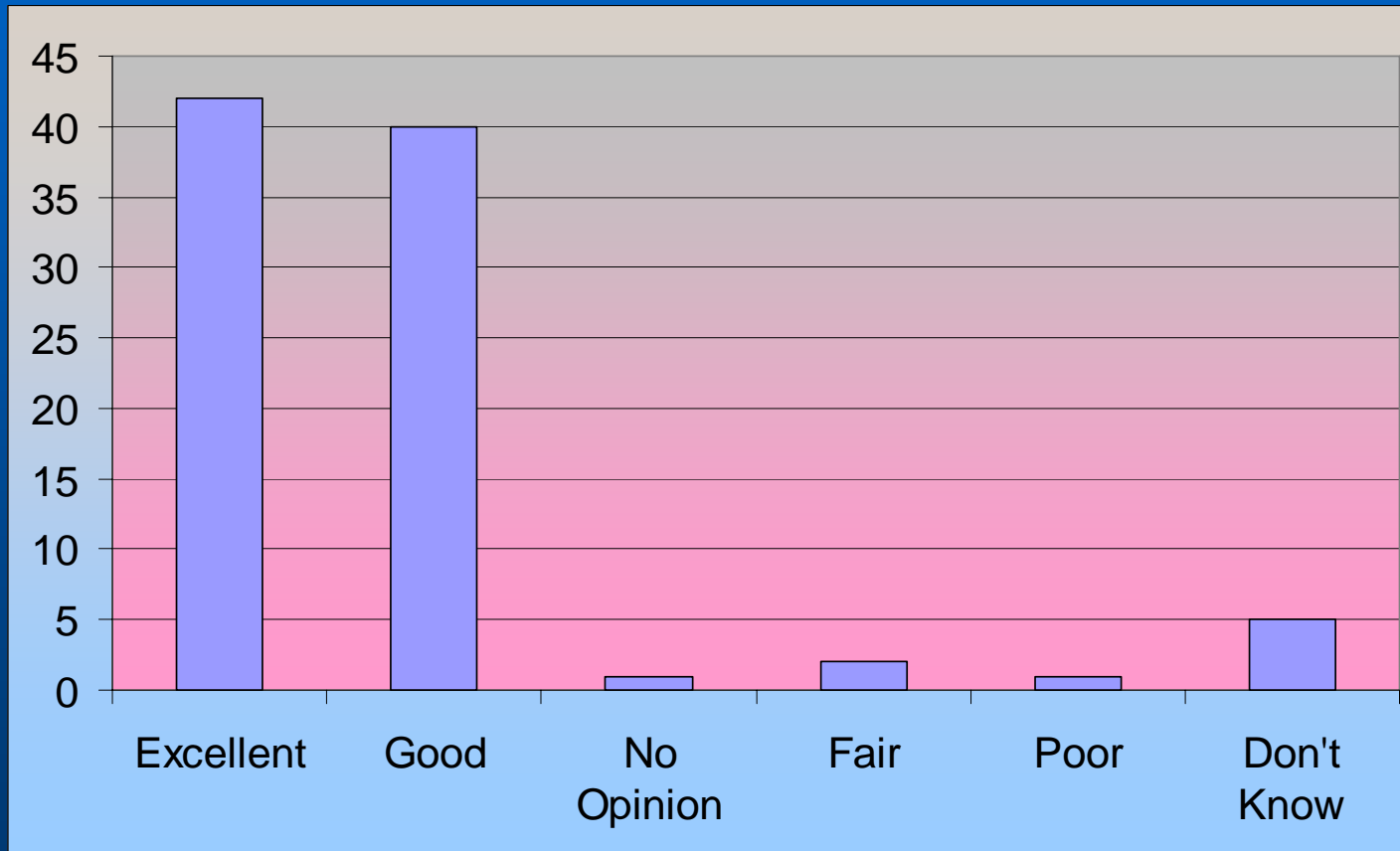
Question 6: When you need information from Ecology, which office do you prefer to contact first?



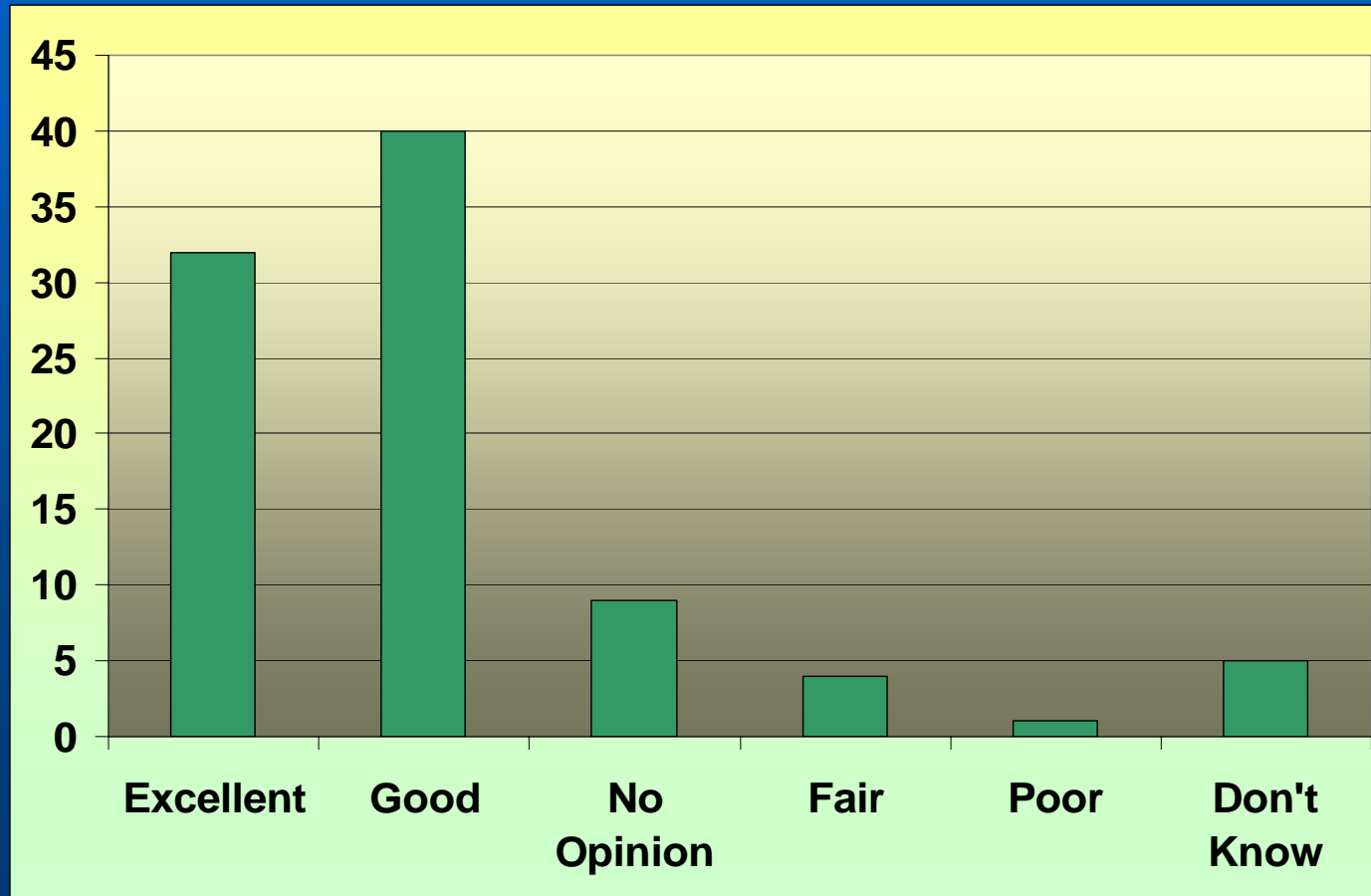
Question 7-1: *How do we...* Interface with the Community



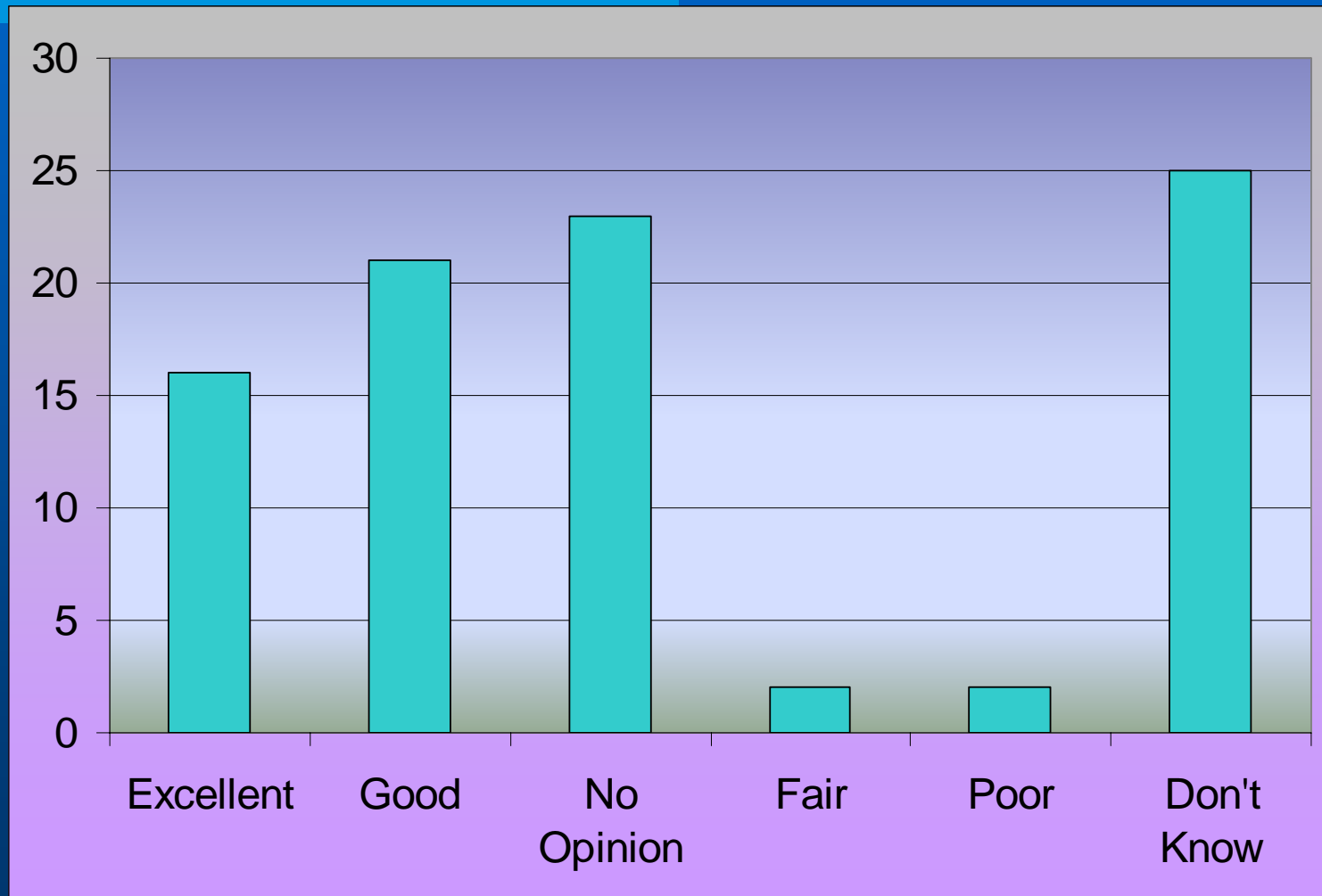
Question 7-2: *How do we... Communicate with You*



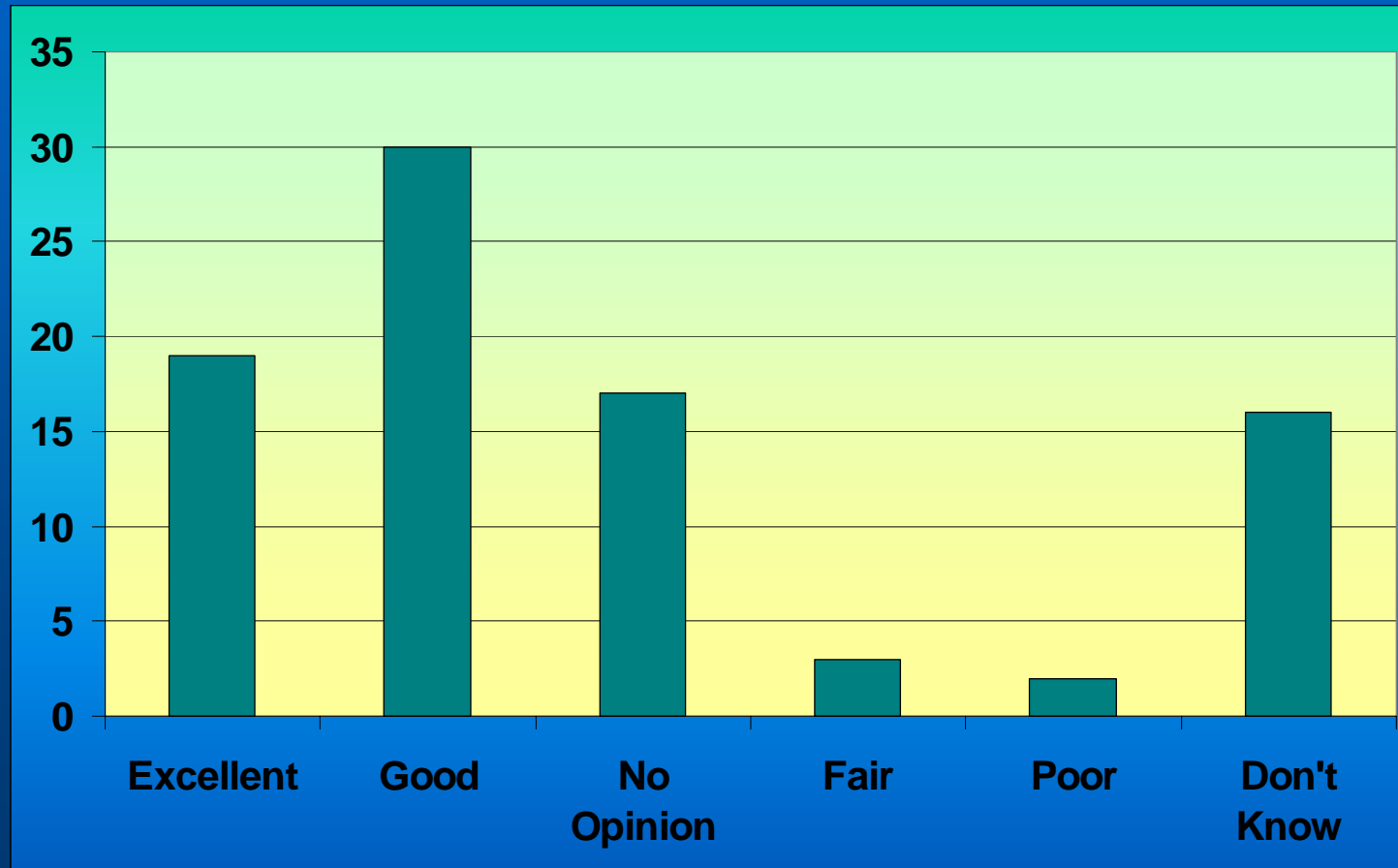
Question 7-3: *How do we... Make Information and Data Available to You*



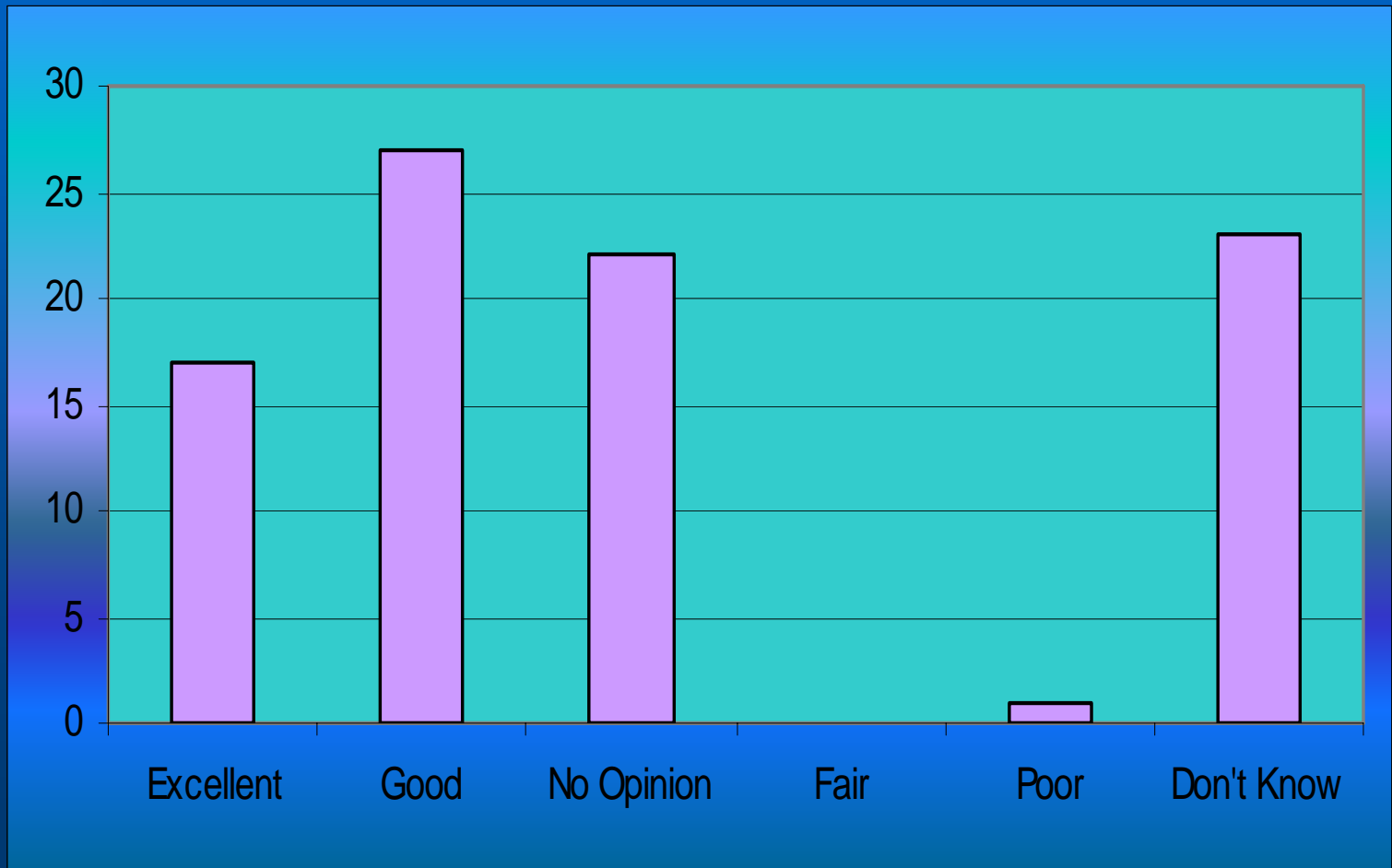
Question 7-4: *How do we... Understand and Address the Priorities of the Community*



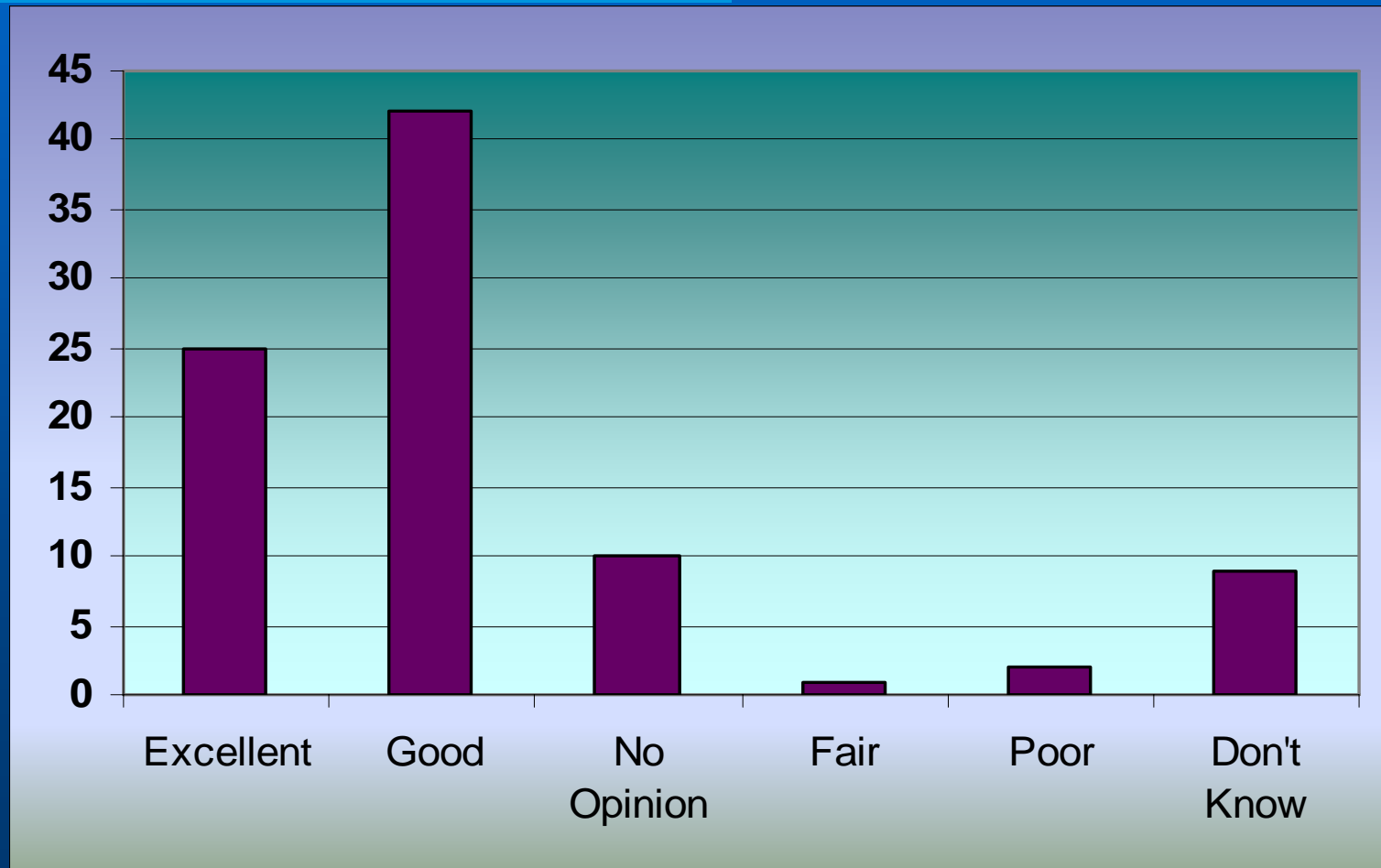
Question 7-5: *How do we...Assemble the Right Team to Get the Job Done*



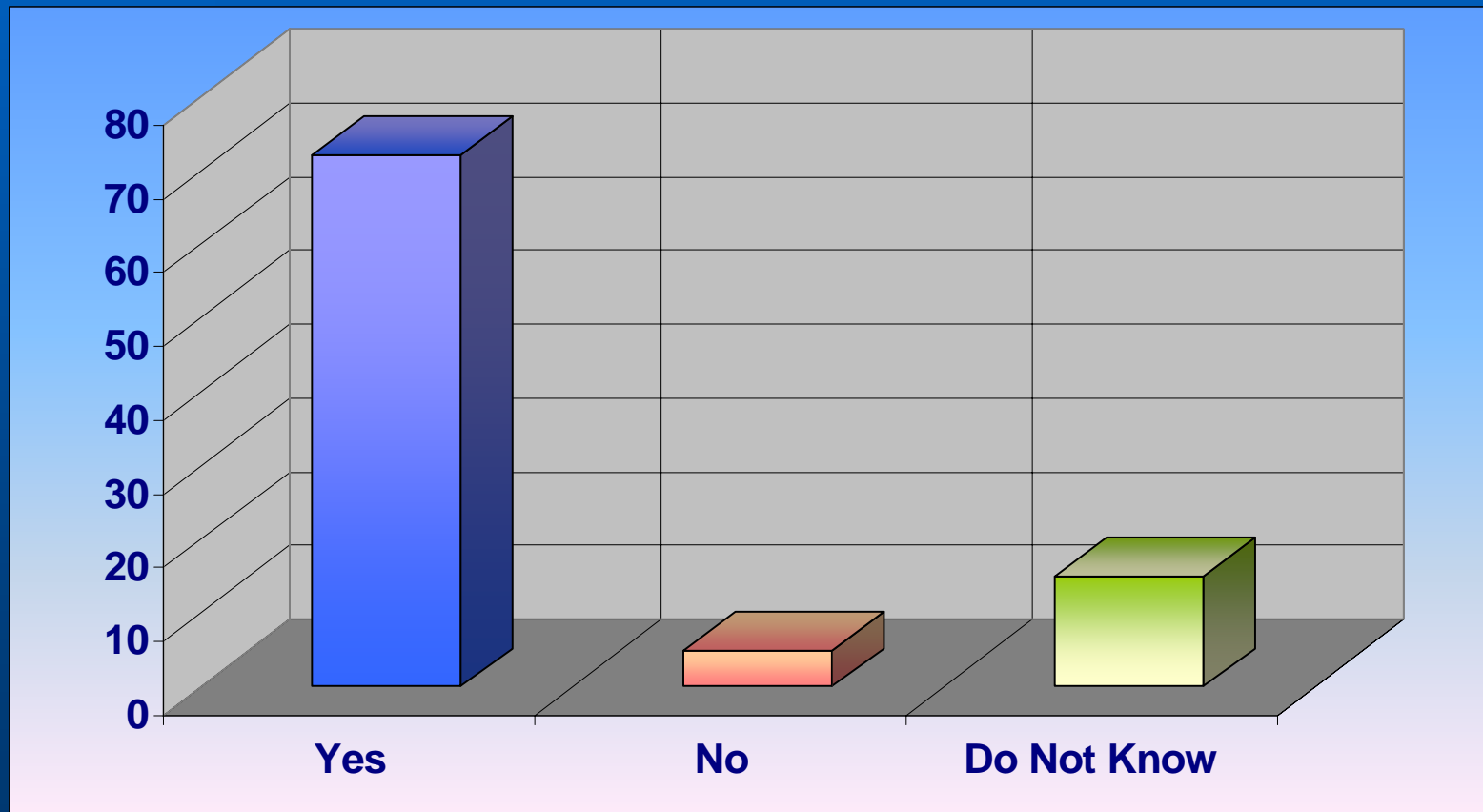
Question 7-6: *How do we...Handle Complaints*



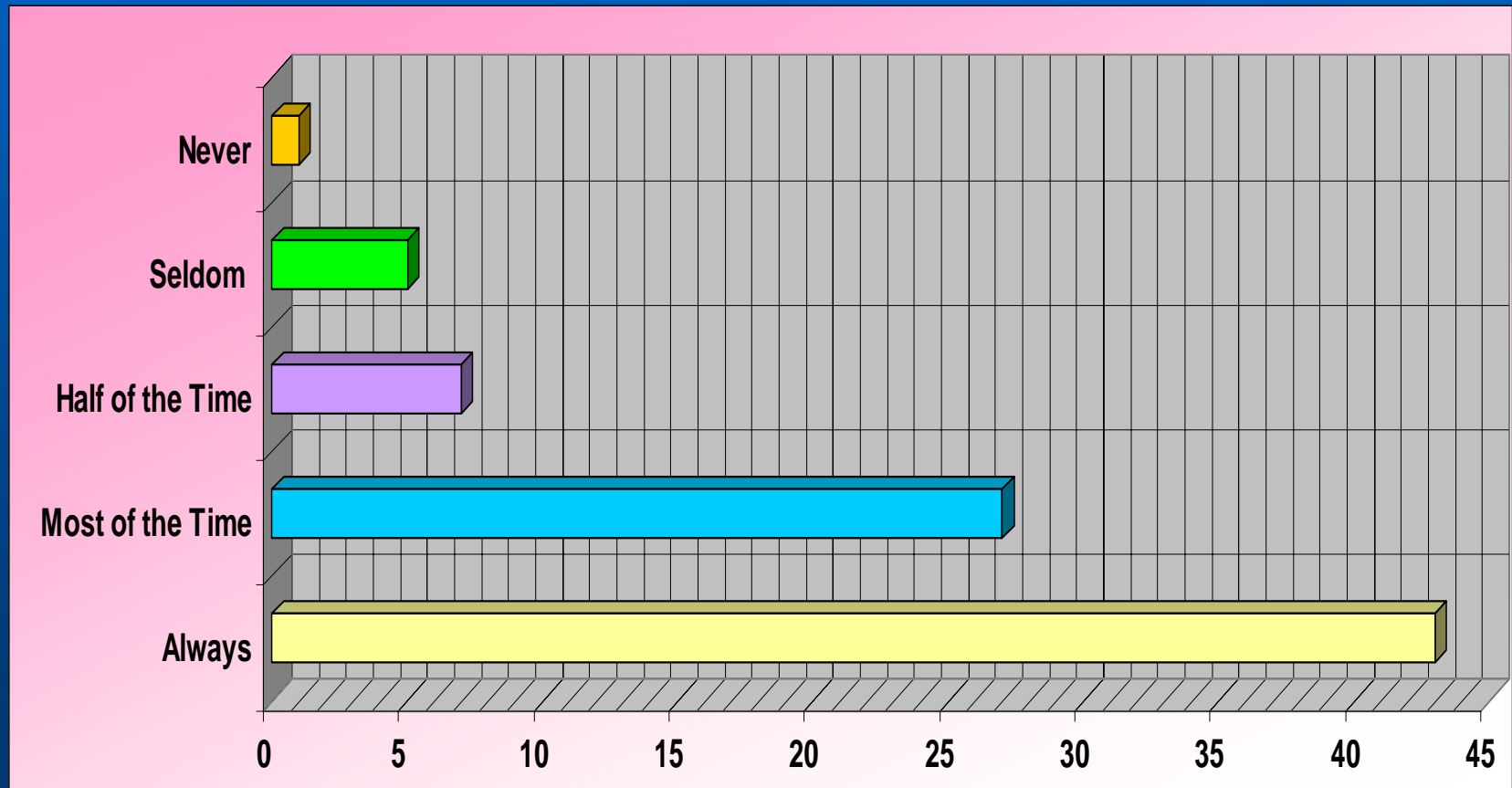
Question 7-7: *How do we...Provide Clear Explanations and Instruction*



Question 8: Do you believe there has been a direct benefit to the environment and/or your organization as a result of working with employees in the Vancouver Field Office?

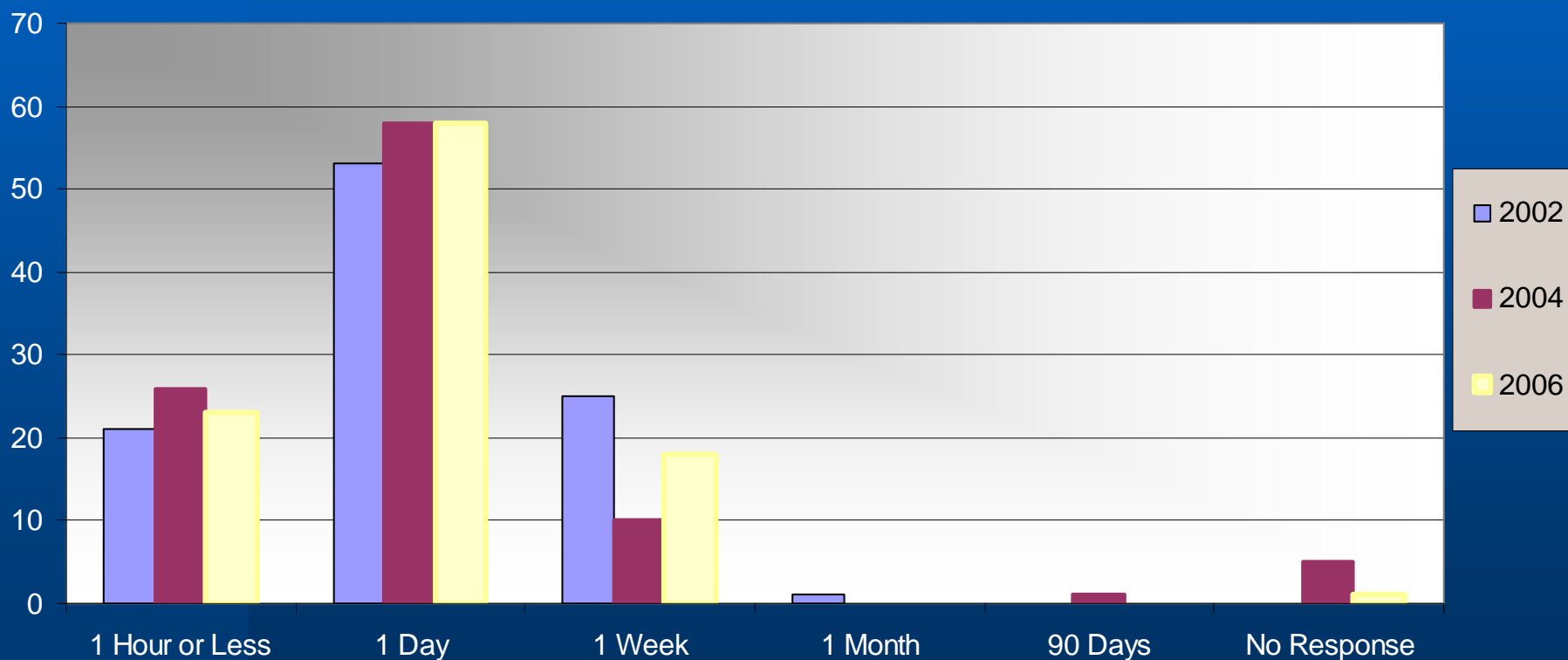


Question 9: Do you think the employees in the Vancouver Field Office have been effective in partnering with your organization to serve the population and environment in this area?



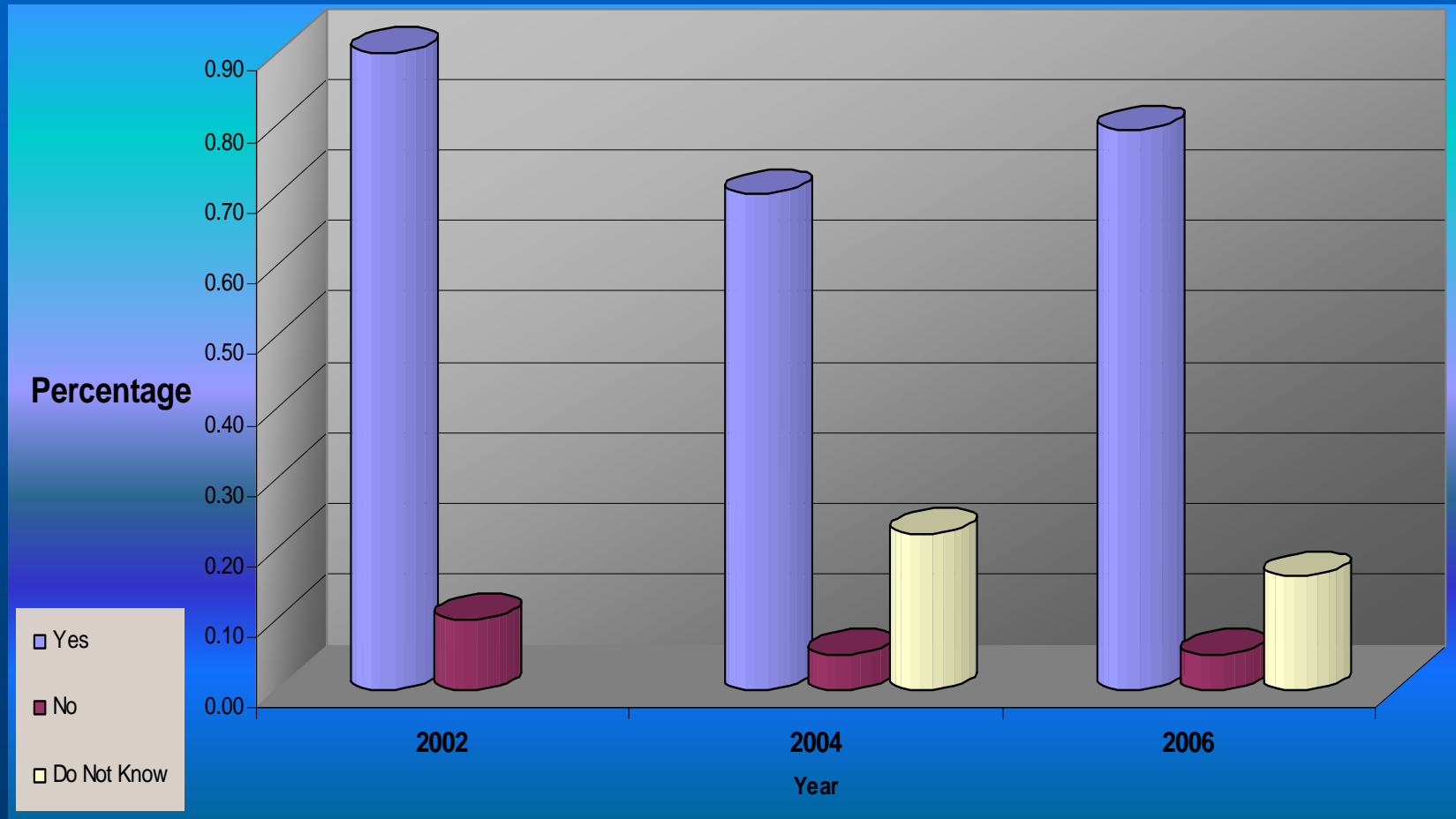
6 Year Comparative Analysis

How long does it usually take to get a response from Ecology's Vancouver employees?



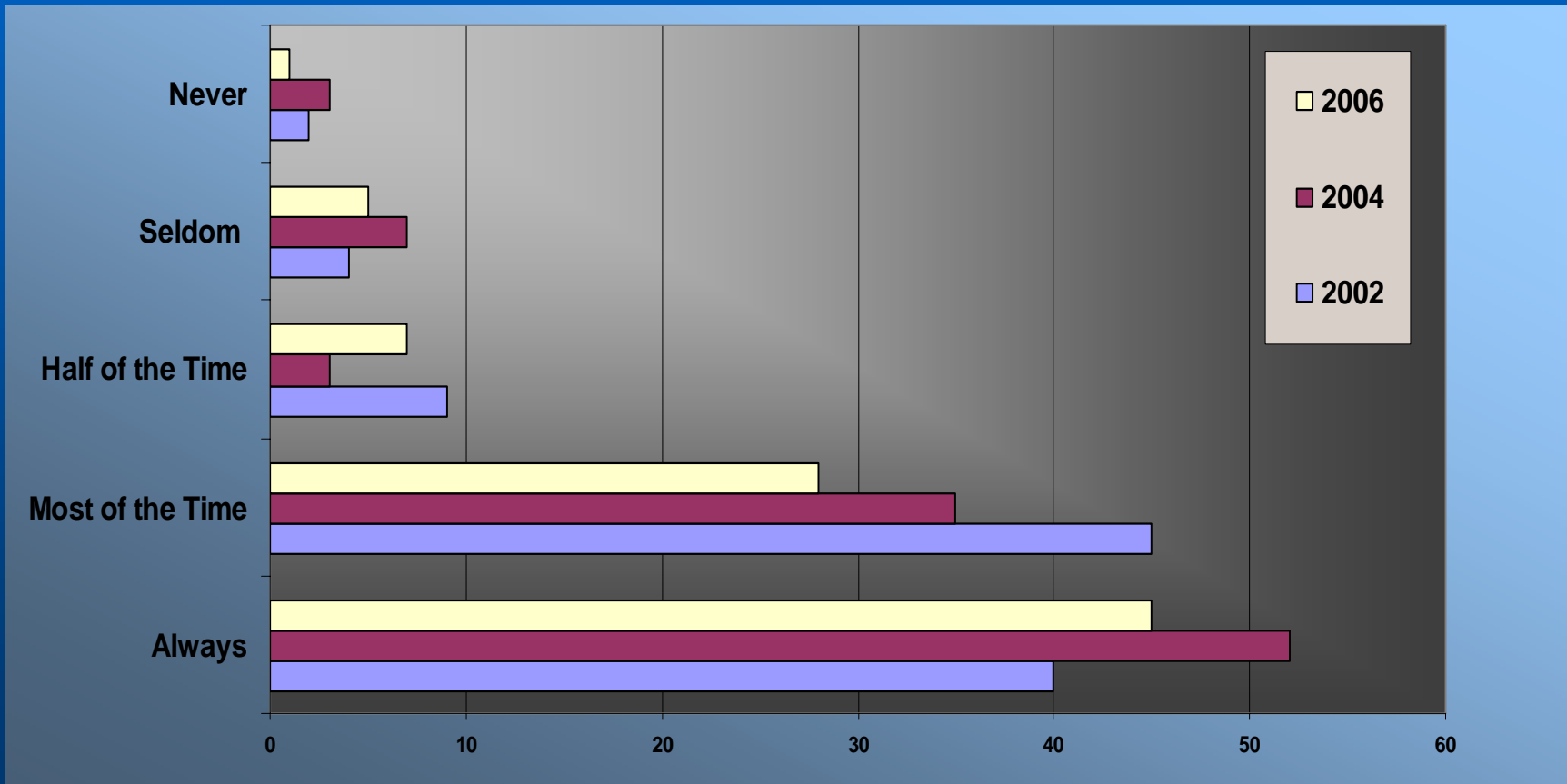
6 Year Comparative Analysis

Do you believe there has been a direct benefit to the environment or your organization because of the working



6 Year Comparative Analysis

Have the employees in the VFO been effective in partnering with your organization to serve the population and environment in this area?



Kudos from the community

- VFO staff have always been good in responding back to calls from the city of Camas
- Most recently was a paint spill into a creek in Battle Ground. Great response & follow-up.
- I am able to make contact and get a clear answer to the problems that come up

Kudos from the community

- Very helpful group of professionals
- WSDOT and WSDOE work well together-very good partnership
- VFO employees are always very helpful & trying to do a good job.
- Whenever there is a dispute or question it is always handled quickly; courteously

Constructive Criticism... *How can we better serve you*

- I believe the response team is under staffed and could provide faster response w/more help
- More staff should be deployed to the field offices. This would include shoreline planners, water quality staff, flood program staff and water right permit staff.
- Maybe focus on a few core areas- e.g.. NPDES Industrial permits, Spills response, TMDL, some controls at business

Constructive Criticism... *How can we better serve you*

- VFO needs to have NPDES permitting administrative authority for Clark County
- It would be helpful to have municipal NPDES District engineer working out of VFO
- Share information w/local agencies such as investigations, projects, complaints, wells, spills, etc.
- Too few personnel to effectively conduct business and produce a credible presence

Constructive Criticism... *How can we better serve you*

- VFO should be given more autonomy from Lacey to make decisions. VFO staff are closer to the real world and should be empowered to act w/o second guessing from Lacey. This problem has lead to inefficiency and requirements for overkill investigations. There needs to be renewed authority to use **COMMON SENSE!**

FOR MORE INFO...

For a detailed list of comments
please contact Linda Jessee